

EFFECTIVE

November 1, 2003.

SUBJECT

Adult Protective Services (APS) Policy changes.

PURPOSE

This bulletin identifies the APS Policy changes to the APS Investigations Standard of Promptness (SOP), establishment of minimum standards for APS cases, and case reading requirement.

**ADULT
PROTECTIVE
SERVICES****Changes to the APS investigations Standard of Promptness (SOP) are:**

- One contact with either the customer or collateral within 24 hours by phone or in person.
- Face-to-Face visit with customer within 72 hours.
- Completion of the service plan within 30 calendar days (includes weekends and excludes holidays) for all substantiated and unsubstantiated cases, for which ongoing services will be provided.

Establishment of Minimum Standards for APS cases:

- A minimum of one face-to-face contact with the customer per month on opened cases.
- All alleged harm identified in the referral or discovered during the investigation will be addressed in the service plan.
- All unsubstantiated cases with services being provided will have a minimum of one follow-up contact by phone or face to face visit.
- Resources given to a customer in a substantiated or unsubstantiated case require documentation in ASCAP of the resource name and purpose of referral.

- Cases will be closed within six months. However, if the case needs to remain open longer, supervisory approval is required.

Case Reading Requirement:

- All APS case openings must be read by the supervisor at the time the service plan is completed and all APS closures must be read by the supervisor, after the worker has completed the closing summary.

**MANUAL
MAINTENANCE
INSTRUCTIONS**

Changed Items (content changes) ...

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